POLARIS CASE STUDY

Regional Library System

Introduction

This case study of a cultural institution is based on a January 2019 survey of Polaris customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

Challenges

After comparing with other solutions (namely Horizon), the organization decided to go with Polaris.

The key challenges they wanted to overcome included:

- Reducing time spent supporting discovery and circulation
- Improving the patron experience
- Reducing time spent on reporting and analysis

Use Case

Their main reasons for choosing an Innovative product included the technical quality of current Innovative products, Innovative's active investment in developing new products, and the quality of Innovative services, training, and support.

Their key reasons for going with Polaris over the competition included the breadth and depth of ILS functionality, and streamlined workflow and overall system efficiency.

Results

After switching to Polaris, the organization rates it as better than the competition when it comes to overall functionality, performance, customization, and reporting/statistics features. **They're likely to purchase Innovative products again, and rate Polaris 4.5/5 stars.**

Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Industry:
Cultural Institution